

*Any full payment is deducted **immediately**. If funds are not available in your checking or savings account, or your credit card charge is denied, your FACTS agreement is terminated immediately and FACTS does not reattempt the payment. A \$2.00 nonrefundable FACTS enrollment fee (instead of a \$25.00 nonrefundable enrollment fee charged with the monthly budget plan) will be assessed for a full payment.*

FACTS Program Enrollment Deadlines For Full Payment

Enrollment on e-Cashier is available anytime for full payments.

COMPLETING THE FACTS AGREEMENT

When you enroll on-line, be sure to have the following information:

- Your nine digit student ID, as assigned by Kettering University.
- The name and address of the person responsible for making the payments.
- To protect your privacy, you will need to create your own unique FACTS Access Code. Please be sure it is something you can easily remember.
- Account information for the responsible person.
 1. If paying by automatic bank payments, you will need bank name, telephone number, account number, and bank routing number. Most of this information is located on your check. The responsible party must be a signer on the account indicated on the FACTS Agreement Form.
 2. If paying by credit card, you will need the credit card number and expiration date.
- Students may budget up to 3 equal payments per term.

PAYING ON-LINE (e-Cashier)

Enrolling on-line is simple, secure, and easy. Connect to the FACTS (e-Cashier) site at www.kettering.edu/facts. Once you are at the Kettering Business Office Website, select the “**Graduate e-Cashier Payment Plan - (Masters)**” link. Complete and review all information and refer to the menu bar at the top for additional answers to questions you may have. Please remember, the student ID field begins with a 7 and is 9 digits long. After you have reviewed all the information, scroll down and select the “Proceed” button. Follow the simple steps outlined. After you have accepted the Terms and Conditions and submitted your agreement, you will receive an immediate e-mail (if an e-mail address was provided). This e-mail will confirm receipt of your enrollment through FACTS (e-Cashier). **Students must submit the FACTS (e-Cashier) Registration Confirmation with the paper Registration Form to Kettering University.**

MISSED PAYMENTS

Missed payments authorized through the Automatic Bank Payment (ACH) Option or the Credit Card Option will be automatically reattempted on the 20th. Any interest earned on all funds held in custody by FACTS is payable to FACTS. Missed payment fees are payable to FACTS. Your financial institution may also assess a fee. FACTS enrollment and missed payment fees are subject to change in future academic years or terms, unless otherwise agreed by FACTS Management Company and Kettering University.

FREQUENTLY ASKED QUESTIONS ABOUT FACTS

1. When and what time will the funds be withdrawn from my bank account?

FACTS specifies the date each payment will occur, but it is your financial institution that determines the time of day the payment is debited. FACTS recommends you check with your financial institution to determine how far in advance funds should be deposited into your account to ensure the automatic payment clears. If a payment date falls on a weekend or banking holiday, the payment will be attempted the **following** business day.

2. How will I be notified of my payment information?

Once your agreement is posted to the FACTS system, you will receive a confirmation notification of your payment amount by e-mail or letter. Payments will be processed until the total balance is paid in full. The notification has important information you **must** have to log on to My FACTS Account. The notification also serves as a reminder that a **\$25.00 per term nonrefundable FACT Enrollment Fee** will be processed from the account indicated on the agreement.

3. Can I pay by phone with FACTS?

In accordance with the Terms & Conditions of your FACTS agreement, payments are processed electronically. FACTS does not accept payments by phone.

4. What is the FACTS Access Code?

To help protect your privacy, FACTS asks the person responsible for the payments to create an access code. If you should call into FACTS inquiring about your FACTS agreement or inquire online through My FACTS Account, you will be required to verify your FACTS Access Code. If you do not create an access code on your FACTS agreement, one will be randomly assigned to you. *Your FACTS Access Code will be identified on your FACTS Confirmation Notification. Please remember to keep a copy of your confirmation notification.*

5. What if I receive financial aid or drop/add classes?

Please do not assume your balance will automatically be adjusted if financial aid is received or a class is dropped or added. You should review your agreement balance online through My FACTS Account or call the Kettering University Student Accounts Office at (800) 955-4464, ext. 9552 to confirm the change.

FACTS customer service representatives are available
Monday through Thursday, 7:30 am to 7:00 pm (CT),
and Friday, 7:30 am to 5:00 pm.

IMPORTANT! Call FACTS at (800) 609-8056 to make any changes to your address, phone, or banking information. Kettering University does not allow any others changes to your agreement with FACTS. If you have questions regarding your FACTS Agreement please contact FACTS directly or go to "My FACTS" Account to review your agreement on line. Please remember to access "My FACTS" Account, instructions that are located on your confirmation e-mail. If you have questions regarding your tuition balance, please call the Kettering University Student Accounts Office at (800) 955-4464, ext. 9552.

FACTS TUITION MANAGEMENT

(800) 609-8056 info@factsmgt.com

FACTS Management Company, PO Box 67067, Lincoln, Nebraska 68506

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